



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending September 30, 2009

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.40	3.20	3.20	3.27
B. Operator Answer Time - Information [730.510(a)(1)]	1.80	3.10	10.10 *	5.00
C. Repair Office Answer Time [730.510(b)(1)]	35.00	47.00	15.00	32.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	44.00	20.00	9.00	24.33
E. Percent of Service Installations [730.540(a)]	98.00%	97.00%	97.00%	97.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.00%	97.00%	97.00%	97.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.20	2.40	1.80	2.13
H. Percent Repeat Trouble Reports [730.545(c)]	10.00%	10.00%	10.00%	10.00%
I. Percent of Installation Trouble Reports [730.545(f)]	4.00%	6.00%	3.00%	4.00%
J. Missed Repair Appointments [730.545(h)]	125	118	86	110
K. Missed Installation Appointments [730.540(d)]	47	52	56	52

Comments



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